Orthopaedic Services at Hampshire Hospitals NHS Foundation Trust

January 2015
Introduction and Scope

Healthwatch Hampshire has conducted a number of engagement activities and events across the county over the last year. At these events we have spoken to people about their experiences of health and social care services. We record all of the feedback that we receive on our CRM system. During the course of the year we have noticed number of experiences and stories about orthopaedic services. We have broken down these stories into smaller groups and are able to present the information based on which hospital the story relates to. In this case all the stories relate to the three hospitals run by Hampshire Hospital NHS foundation trust.

These experiences are real and these stories have been told to us by patients across Hampshire. They highlight a number of areas to praise and others that raise concern. This report is designed to present the feedback for trust management to comment on and take appropriate action.

Healthwatch Hampshire collects views and feedback from patients across the county about all health and social care services. The factual accuracy of the feedback we receive is not guaranteed by Healthwatch Hampshire. Our role is to convey and speak up for those people who have taken the time to share their views with us.

We have made only limited effort to correct any grammatical mistakes in the feedback received. The stories you read are exactly what patients have told us in their own words.

Orthopaedics

Orthopaedics is the branch of medicine concerned with injuries and diseases of the musculoskeletal system, which comprises the bones, joints, ligaments, tendons, muscles and nerves.

NHS Choices

What is Healthwatch?

Healthwatch Hampshire is one of 148 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012.

The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

The remit of local Healthwatch encompasses all publicly funded health and social care services for both adults and children. Healthwatch Hampshire covers all of Hampshire excluding Portsmouth and Southampton cities.

We collect feedback on services through our attendance at community events; our contact with voluntary and community groups; our comment cards and feedback forms which people send to us in the post; online through our web site and social media; from callers to our telephone helpline; and through the Citizens Advice Bureaux.

We also have a number of powers given to us through the health and social care act including the right to be listened to by the NHS and adult social care.
Basingstoke and North Hampshire Hospital

Basingstoke and North Hampshire Hospital has around 450 beds and provides a full range of planned and emergency services. These include specialist services for rare or complex illnesses for patients across the UK.

Positive Feedback

“I recently underwent a Total Knee Replacement in North Hampshire Hospital Basingstoke. I am writing to express my thanks for the excellent care that I received and to express my admiration for your excellent staff on the Orthopaedic Ward D1. What impressed me was the care shown across all disciplines that I came into contact with. Pre operation the Knee Education Clinic removed fear and explained in clear terms the whole process. As one attendee said “That was fantastic” I now understand what will happen? In terms of administration a staff member was flexible and helpful in arranging an Amenity Bed. The nurses and support staff on the Ward were attentive, cheerful and caring and without exception provided what I regarded as a very good service. The porters and theatre helpers were cheerful, chatty and aware of how nervous patients can be. All together the impression was one of a very professional caring group of staff who were a credit to the Hospital and themselves. I would not hesitate to recommend their services”.

“I work at this hospital and am very proud to do so. Recently I have also been a patient at the hospital as I have had to attend an orthopaedic clinic for several out patient’s appointments and a couple of procedures. The clinics are very efficiently run and staff are polite, friendly and welcoming. For a follow up appointment I had barely sat down before I was called in to be seen! I think I was in and out in under ten minutes from start to finish! Care has been great. Very proud to work for this hospital and feel lucky that me and my family have such a good hospital should we need it.”

“My elderly relative has just been discharged following surgery for a broken hip. His special circumstances with dementia make all such events traumatic. I cannot praise the orthopaedic team, the care and compassion of the nurses and the co-operation with others enough. It was so reassuring for our family.”

“Admitted for day case procedure. Once again, from pre-assessment, ward D1 to theatres ran smoothly. Staff kept me well informed. Felt safe and well cared for. The quality of patient information could be improved. Better on internet. Ward environment clean”.

“I just need to let Dr(xxxxxxxx) and his team know how great they have been and attentive in their care of me. They have given me and the occupational health made me splints to ease discomfort in my hands and rehabilitation has given support with items at home”.

“I had a half knee done in Dec 2013 after lots of smaller op and I could not be happier I now only take four pain killers a day which is so much better than before as I was on at least 18 I walk really well and am back to work with a job that I stand up all day it does swell by the end of the day but that is the least of my worries I can only say if you do as the DR ask don’t overdo things.”
keep the wound clean ice it often and do the exercises you should be ok.”

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Mixed Feedback

“After a major operation by excellentsurgical staff the ward staff let us down terribly. On the orthopaedic ward. The staff failed to order a blood transfusion because of an admin mistake. One nurse failed to insert an IV correctly even after checking insisted it was ok. Only after severe, bruising was the cannula replaced. When I complained the nursing staff ignored my wife for 16 hours and let her catheter drain back up into the bladder. When her pressure boots became smelly and unpleasant the staff refused to change them. Only when the night staff came on were they changed. The lack of care for all people on her ward was profound and we would be very concerned about returning. Some staff were very helpful and cheerful but other nurses were rude uncaring and full of self-importance. They often blamed computer failure for refusing pain relief and ignored alert calls from patients while chatting about personal matters at their work station. One patient so many errors! A sad place where good surgery in failed by poor nursing.”

“I had the misfortune of having to visit hospital this week, I arrived in the Fracture Clinic and waited at the desk to tell them I was there. There were two ladies neither of whom seemed to even know I was there, one just upped and left and the other still ignored the fact that I was there. A good minute later she asked if I had an appointment, I gave her my letter and the rest was painless, I was seen almost my appointment time and was very happy with the rest of my visit. Overall my experience was a good one just the two ladies should be more aware of customer service and a smile goes a long way.”

Negative Feedback

“Formerly, I had only good things to say about Basingstoke Hospital. However, a recent stay in the Orthopaedic Ward has changed my view. I entered the hospital 8 days after fracturing my fibula - delay having been caused by Dorset hospital where I was originally x-rayed having instructed me to make an appointment with the fracture clinic through my GP, who taking necessary action. As a result, my lower leg/ankle were severely swollen and the plaster department arranged for immediate transfer to orthopaedic ward. I was told my operation was scheduled for Sunday morning, but might be Friday if time allowed and swelling had subsided sufficiently. In the event, the operation was done early Sunday morning. The consultant said I would be in for several more days during which time, I would be seen by a physiotherapist. When he appeared, he had me walk to the stairs, but did not give any instruction on how I was to manage the stairs. He also told me that I could put weight through my foot, which was entirely contrary to what the consultant had said. I have to say that all the staff in the ward were extremely kind and professional - with one notable exception! On the Monday following my op the day before, I was told by a nurse that I and the lady next to me (who was still in great pain) were to go home in the afternoon. I told them that the consultant had said I would be in for at least 2/3 days, but they were insistent, saying that my husband could take me home at visiting time in the afternoon. I tried to call my husband, as he was not due to come in, but was unable to reach him (it transpired that we had a phone failure at home). The nurse later enquired again if I was ready to go home and I said I could not reach my husband, at which they said they could arrange transport. I told them that it was not simply a matter of transport: that I did not know if anyone was at home, I had no clothes to go home in and did not have my house keys. In spite of this, they enquired again, later, in a very
forceful way, whether I had made contact with my husband. By this time, I was really annoyed with their bullying attitude and said I would gladly go home the following day, assuming I had been able to contact with my husband - which I managed to do through a neighbour. The lady in the bed next to me felt similarly bullied, and annoyed that she and her daughter who had come to fetch her, were kept waiting for more than two hours for the discharge papers to be given to them. Mine seemed to be rushed through, as I gather there was a ward meeting half way through visiting time, so I left with no further attention. Having spoken to other people who have been on that ward, they knew exactly what I was talking about. It is a great shame that the attitude of one staff member can give one such an awful experience when everyone else was so professional and kind.

“I have been trying to contact my consultant’s secretary for six days now. I have left several messages and as yet am still waiting for a reply. I thought I would put in a complaint with the clinical director but all I got was an answering machine! Is there any one at Basingstoke hospital?”

“The Consultant I visited asked me to complain about the fact that paperwork was missing from my file. The reason I was seeing the Consultant was to get results and see what the next step would be. 15 minutes of my consultation time was taken up with him ringing around trying to find results so I didn’t get to ask questions I needed to and so feel I am not receiving the treatment that I should be getting.”

Many of us don’t know where to go if we have a problem or concern to raise
Healthwatch England Research 2014
Royal Hampshire County Hospital, Winchester

Royal Hampshire County Hospital provides a full range of general hospital services including accident and emergency, general and specialist surgery, general medicine, intensive care, rehabilitation, chemotherapy, diagnostic services, out-patient clinics and paediatric care.

Positive Feedback

"Fantastic service could not fault it at all. Went in for an infusion on Lyford ward and the staff we brilliant went that extra mile in making me and my partner feel at ease. In fact between the nurse doing my infusion and the rheumatologist coming up from clinic especially to perform a knee steroid injection they made my life a little easier and I cannot thank them both enough!"

"The support and care shown to my father during his stay on Bartlett ward was amazing. My dad was bed ridden in pain and frightened. Both (xxxxxx) and (xxxxxxx) ward sisters enabled my sister and I to stay with him in shifts the whole length of his stay. They ensured he was always comfortable and held his and our hands when needed. Dad was dying and wanted to go home, (xxxxxxx) and her team pulled out all of the stops for us. Before dad arrived home everything he needed was in place. Both of us really wanted to thank Winchester hospital and their amazing staff especially (xxxxxxx) and (xxxxxxx)."

"I would like to place on record my appreciation to RCHC for the excellent care I received last year at RCHC. I had my left hip replaced in January and the right one replaced in October. The treatment I received from (xxxxxxx) and his team was superb and I include everyone I encountered in this ward staff and non-medical personnel. Post-operational services and support from the group practice in Alresford was of a similar high level. Thank you NHS."

"While on holiday in UK 6 days into my trip with my family I had the misfortune to fall down a flight of stairs in Winchester. My nephew who lives there took me to the A&E. Being a visitor from Australia I received my care free of charge. The care and treatment was wonderful. My broken ankle was x-rayed, put in plaster, xrayed again and was told by the surgeon that I needed surgery. I only waited 3 days for surgery and could not fault the care I received? The fracture clinic was so organised and patients were attended to very quickly. I can only give your hospital nothing but praise. I am now back in NSW, been checked by a surgeon here and told I had received excellent treatment and I am improving daily. Good work."

"I had surgery little over 2 weeks ago and I have to say that I was blown away by everything at the hospital. The staff are so nice and can get involved in some good natured banter (Especially one member of staff) which personally put me at ease and made my stay so enjoyable. My Surgeon has done a great job as far as I can tell and once again, was great from my very first meeting with him. The Physiotherapists as well, fantastic. These guys do a lot of good under a lot of pressure and although I hope I don't have to see them on a professional level any time soon I would happily refer anyone here."
Mixed Feedback

Just been discharged from Bartlett Ward (Trauma Orthopaedic Ward). Despite the postponement of my operation 4 times I eventually made it to surgery. It is easy to understand the postponement of my operation due to the high number of broken hips needing replacement following accidents. The staff were Excellent. But during the evenings and at night were rushed off their feet. Surely there must be justification for higher staffing levels. Some of the staff were working hours after their shift ended, despite being absolutely shattered. I had a drink of coffee at 6 p.m. on Saturday and no further hot drink until 8.30 a.m. on Sunday. Despite several requests, the staff were just so busy that they did not have time to attend to me. If staff continue to be pushed so much they will inevitably make mistakes, or be unable to give the best possible care. Being so tired way past the end of their shift, I wonder if they are able to be sufficiently rested by the time they return to the Ward. The NHS has excellent Human Resources but they need to take better care of their Staff.

Negative Feedback

I needed some advice about my medication as I had flu and didn’t know whether I should take my injection. The special telephone line is open between 2pm and 3pm. I rang and got the answer phone but the message is quite aggressive and feels like friendly fire! It is quite shocking in its tone and I feel you need to be quite strong to actually leave a message. Very off putting and it took me two goes at ringing before I left my message. No one got back to me for a week!

by my bed, no ward staff checked this. It was not done and my arm remained on bed for 2-3 hours after op resulting in more pain and a night in hospital. 2) Despite regular pain relief prescribed by medical team, ward staff showed no interest in providing regular dosage. I had to ring bell, wait while they tracked it down and lose out on the accumulative benefit of pain relief medicine. 3) Ward staff seemed oblivious to my injury. I was left with a breakfast tray with a wrapped pat of butter and marmalade container which I had no hope of opening with only one hand. When called, staff seemed disinterested and as if it was beneath them to attend to me eating, (I had had no food for 24 hrs due to op!). On discharge and removing my drip from right hand. I was asked to hold the lint over the wound - impossible with one hand as I pointed to my left arm in plaster! The nurse seemed surprised. She then could not wait to keep contact with the lint in wound, rushed off, causing huge and unnecessary bleed and subsequent bruising. 4) Apparently the cleaners are not allowed to touch spilled body fluids and so the nurse - who will have far more intimate contact with patients - had to clean the blood off floor with a paper towel and then ask cleaner to clean with mop. I am not sure this chain of command makes any sense to better hygiene. Sorry to have to write this as such a shame when the quality of medical care is so good.

I was very impressed with the medical care I received at the hospital recently for a broken wrist. However, the medical team’s treatment advice was not implemented by the ward staff: I) despite being advised to suspend my wounded arm from a sling attached to a stand
Andover War Memorial Hospital

The War Memorial Hospital provides in-patient rehabilitation, day hospital services and a minor injuries unit, and a new outpatient unit opened in 2010. The site also houses the Countess Brecknock House Hospice, which provides six in-patient beds, day care, and a base for Macmillan Nurses.

Positive Feedback

“I attended AWMH on Tuesday 17th June for a review of an injury sustained 10 days earlier on holiday in Italy. From the outset I knew how long I was likely to wait and the Sister kept me informed of exactly what was wrong and what she was doing to rectify my problem. She showed me the X-Ray results and explained that she need to chat with an Orthopaedic Specialist for their expert advice. She left no stone unturned to arrange for me to be admitted to RHCH for a much needed operation. The Nurse replaced the inadequate plaster applied in Italy and I left fully satisfied with my treatment by the staff at the Minor Injuries Unit @ AWMH - they were thoroughly professional, helpful cheerful and a credit to the NHS.”

Negative Feedback

“Lady is registered disabled and her husband is her full time care. He had to go into hospital for a knee operation which should of been a straight forward process and care was arranged at home for her for 4 days. However due to poor care and neglect he is still in hospital and no one is co-operating with her from the hospital, she feels they do not understand her situation and that she needs a rough idea of when he may discharged as she needs to arrange care for herself. The hospital staff have told her he is being un co-operative with physio and staff in general. Her husband has reported to her that on the day of his op it was done under an epidural, after the surgery the left him sat on a commode at the side of his bed as he needed the toilet and was unable to walk, he fell off the commode and was lying under the bed when the nurse came back and told him to either get up himself or stay on the floor, he explained that he couldn’t but she still refused to help so he rang 999 from his mobile that was in his pocket and asked them to send someone to help. There are blood and urine samples left on the windowsills, he had to repeatedly ask for a drink of water before some hours later someone bringing him a cup. He is in a 6 bed bay with 2 other men and said after the morning round they did not see another member of staff again until they brought lunch. She has spoken to (xxxxxxxx) at PALS who she feels was very understanding and is going to deal with her complaint for her.”
Recommendations

After receiving and reviewing feedback about orthopaedic services Healthwatch Hampshire wishes to make the following recommendations to Hampshire Hospitals NHS Foundation Trust (HHFT).

1. That HHFT note this report and circulate to relevant managers and front line staff within the trust how they best see fit. That the trust use this report as a reminder to staff of the views of patients who use the services.

2. Provide assurance that staffing numbers are adequate on Bartlett ward at night at Winchester hospital.

3. Ensure plans are in place to deliver consistent levels of nursing care in light of the negative examples highlighted in this report such as: patients not being helped to eat, catheters not being changed often enough, patients being left on a commode for too long and patients not being helped when they have fallen.

4. Recognise that at times care does fall below expectations and provide assurance that in the few cases poor discharge arrangements are made for patients, learning takes place and improvements are made.

5. Ensure that plans and training is in place for staff to always answer call buttons and alerts made by patients.

6. That information about the services each hospital provides on the website be standardised, as it is currently very different for each of the three main hospitals.

We ask that the trust respond to us after considering these recommendations.